

The informer

A newsletter for team members of Hillcrest Health Services

March 2020

Hillcrest Team Comes Together to Enhance Lives During the COVID-19 Pandemic



Thanks to the coordination of HMR Recreation Leader Carol Lowe, resident Beppie Aube enjoyed a "visit" on Friday from inside of the glass at Hillcrest Mable Rose.

Resident Beppie Aube makes faces up against the glass door inside of Hillcrest Mable Rose while her family takes photos and videos of her from outside the glass. Yesterday Beppie's family "visited." But this was the closest her loved ones could get with the visitor restrictions in place to protect our residents and team members amidst ongoing COVID-19 concerns.

There's no denying that COVID-19 has changed the way we work. It's challenged our recreation teams to rethink group activities and come up with creative ways to keep residents engaged individually while practicing social distancing. It's challenged our nursing teams to take extra precautions when delivering care. It's challenged our culinary teams to shift toward primarily in-room, delivered meals versus in-restaurant, served dining. It's created challenges for all of us in all of our roles. Quite honestly, it's changed just about everything...everything except the entire reason WHY we do what we do and what working in this profession is all about.

For those of us working in senior health care, it's never been about the glitz and glamour, though the Mable Rose residents and team members sure look spiffy for their

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



When we face fear - whether personally or of an external variety - the natural inclination for any of us is to be paralyzed. But taking no action is an action... often an ill-advised action. Staying strong in difficult times is not easy, but it is a privilege. Your strength during this global challenge is very inspiring. Our Hillcrest teams are choosing to take action, and they are making a difference every day for our customers.

With the world turning upside down with the daily changes and opportunities related to COVID-19, we are choosing to persevere! While the challenge ahead looks daunting, I've been overwhelmed with how rapidly many of our team members have mobilized to meet it head-on. The Executive Team and all of our key leaders have been meeting daily to address the many needs and changing requirements from the local and state government, the Centers for Disease Control, the World Health Organization, etc.

The most inspiring thing related to all of this is that I have heard countless stories regarding how our teams have been putting our customers first. Today at one of our facility-based service lines, the team conducted hallway bingo to entertain the residents from their rooms! I was sent one video where the team was singing songs down the hallway with guests singing along! Hillcrest has implemented a Pen Pal Program to encourage the families and outside community at large to send positive emails to letters@hillcresthealth.com for our residents to ease their loneliness and prevent isolation. Our

Annual Senior Prom! It's never been about having an "easy" job or one we can even fully "leave behind" when we go home from our shifts. It's about caring for others.

We CAN and ARE enhancing lives each and every day. We're just doing it in new ways. Instead of playing bingo at large tables in activity rooms and dining areas, we're playing it in the hallway with our residents by their doors. Instead of hosting professional entertainers, we're sharing our talents to be the entertainers.

With each obstacle comes an opportunity. It's our duty to put on a brave face for our residents and be strong as we weather this storm together. Because every resident deserves our best. So lean on your fellow team members for support when you need. Work together to solve difficult issues. Know that what you're doing is so SO meaningful because keeping our residents' spirits lifted is more important now than ever.



Signs of encouragement from family members are seen taped to the outside of Hillcrest Millard resident and guest windows.

One way our team is working together to enhance lives is through the [Hillcrest Pen Pal Program](#). The idea came about when family members at Hillcrest Millard began taping signs to their loved ones' windows and "visiting" on the phone with their loved ones from outside. The Pen Pal Program invites family members, friends and the general public to email encouraging letters, artwork, photos, stories, etc. to letters@hillcresthealth.com. The submissions are being sorted and forwarded to the recreation teams at our locations as appropriate. Recreation team members are sharing the letters with residents and assisting residents in responding to their new pen pals. We hope the program will bring joy to both our seniors and the community pen pals in this isolated time and maybe even some long-lasting friendships. We've had pen pals email about how they hope after COVID-19 concerns subside they can start meeting with the resident they've been communicating with in person to continue the friendship.

Another way our teams can work together is to communicate to sort out childcare for their little ones. With schools and daycare centers closed, it may be difficult to find options for your children while you're at work. To aid in communicating about this, we've created a private Facebook group for team members to join: tinyurl.com/HHSCChildcareConnection. Please note: A Facebook account is required to join the group. In the group, you'll find different threads for geographical areas in our community; comment on the thread that best fits your needs. Keep in mind, this is NOT a sanctioned service of Hillcrest but merely a communication tool for team members to work together to secure childcare. Hillcrest accepts no liability, so please do your due diligence in making sure the person you're working with is known and reliable. Let's all work together, and we will get through this!

recreation teams are sharing these messages and helping residents respond. I have seen creative planning and dedicated efforts to manage the daily challenges in each of the service lines. Keep those ideas coming, as everything you do for an elder makes a difference! Especially now!

One of the most important things you can do during this challenging time is to ensure your family has a personal emergency plan. Have two weeks of supplies in your home for your family as needed. Start thinking about child care needs. Hillcrest has set up a private Facebook group for team members to share information so they can reach out to others to help navigate babysitting or childcare. Visit tinyurl.com/HHSCChildcareConnection to join. (You must have a Facebook account to find the page and join the group.)

With many other industries struggling due to closures you may know someone who would like to start a career at Hillcrest. Send them our way! Company-wide we need caregivers, housekeepers, hosts/hostesses, cooks, culinary team members, nurse techs, med aides, licensed nurses, etc.! We also reward our team members who refer a friend for employment. We want to help them grow their career! Many jobs available are on-the-job training. Have them fill out an application and list you as the person who referred them. See your supervisor or the Team Member Development (TMD) team for more information!

Hillcrest is only able to live our mission because of our team members! **You are the ones who make a difference and impact lives every day.** Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

Upcoming Events

Blood Drive
October 28, 8 a.m. - 2 p.m.
Hillcrest Mable Rose
4609 Hilltop St., Papillion

Schedule your appointment for the Hillcrest Mable Rose Blood Drive here: <https://rcblood.org/2KNKExl>.

Team Member Discounts Page Now on the Intranet!

To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.

Nominate a Team Member for a Star Award!



Dr. Tony Hatcher, HHS Chief Medical Officer, heads out of the office to deliver supplies.

As you navigate work through the COVID-19 pandemic, here are some other resources in place to keep you informed on the latest measures we're taking to ensure the safety of our team members and residents:

- **Update Line** - Call (402) 682-6827 anytime to hear a recorded update from our Chief Medical Officer Dr. Tony Hatcher.
- **Frequently Asked Questions** - We now have a FAQ page on our internal intranet. Find it here (and linked on the main intranet page): tinyurl.com/HHSFAQ.
- **COVID-19 Web Page** - As we revise policies and procedures during this ongoing situation, we are updating a public web page with information for our residents' loved ones. Visit that page at hillcresthealth.com/covid-19. We also have a FAQ page for our customers here: hillcresthealth.com/covid-19-faq.

Please direct any questions you may have to your service line administrator or email info@hillcresthealth.com. Thank you for all you do to enhance the lives of aging adults!



As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit hillcresthealth.com/star or access the form on the right sidebar of the Intranet under the Team Member Handbook.

Sarpy County 2020 Census

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency services.
- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email Dallas.rcc.partnership@2020census.gov

Hillcrest University Makes it Easy to Continue Your Education

As you know we have a new vendor providing our online learning system. Since the link to access Hillcrest University has changed and is now longer than before, we created a simpler URL for all team members to access it.

Now you can simply enter www.hillcrestuniversity.com into your browser at work or at home to open the site. Then log in with your Hillcrest University credentials.

If you have any questions or issues, please contact the Help Desk at (402) 682-6580.



To keep you informed on the latest measures we're taking to ensure the safety of our team members and residents, we now have a **Hillcrest Update Line.**

(402) 682-6827

Call anytime to hear a recorded update from our Chief Medical Officer Dr. Tony Hatcher.
Each message will begin with the date of recording.

Other COVID-19 updates, including visitation policies, can be found at hillcresthealth.com/covid-19.

Please direct any questions you may have to your service line administrator or email info@hillcresthealth.com.

PEN PAL PROGRAM

In light of COVID-19 concerns, we've taken several precautions to protect residents, which may limit their social interactions. To keep spirits up, we're inviting the public to email encouraging notes, letters, inspiring quotes, photos, drawings & more to letters@hillcresthealth.com

We will print and distribute to residents for them to respond if they'd like. You can send letters for all residents OR include a specific resident & Hillcrest location in the subject line of your email. Thank you for your support! We can't wait to see the smiles this brings to our residents' faces!

Vote for Hillcrest in Omaha's Choice Awards!

Are You Receiving Your Direct Deposit Advice?

Pay stubs are distributed electronically for those with direct deposit.

If you are not receiving yours via your personal email address, please make sure to update your email address with Team Member Development. If you need a change of address form, contact them at (402) 682-4189.

The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to estratman@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Hillcrest Health Services
1902 Harlan Drive
Bellevue, Nebraska 68005
info@hillcresthealth.com

Trouble Viewing Photos in This Newsletter?



If you are unable to view the photos in this newsletter, there is a message at the top of your email--look for the "i" in a blue circle with the message stating "If there are problems with how this message is displayed, click here to view it in a web browser."

Click on that message, and it will open the newsletter in your web browser, displaying the photos.

Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

[Hillcrest Health Services Facebook](#)
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)



Recognize Hillcrest as the best! Voting start tomorrow, Sunday, March 22, for the Fifth-Annual Omaha's Choice Awards. Visit omaha.com/choice. Please vote for Hillcrest in the following categories:

Beauty & Wellness:

- Massage Therapy

Health & Medicine:

- Hospice Care
- In-Home Health Care
- Physical Therapy
- Short-Term Rehabilitation Facility
- Skilled Nursing Facility

Services:

- Adult Day Center
- Assisted Living Facility
- Employer (200+ Employees)
- Independent Living Community
- Memory Care Facility

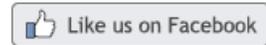
Thank you for your support!

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

[Silver Ridge Facebook](#)

[Silver Ridge Twitter](#)



Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!



Follow us on Twitter for health care information you can use!



Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!



Hillcrest Briefs

Hillcrest Health Services Fitness Center Reimbursement

As an Employer of Choice, team member health and wellness is vital to a healthy workplace. Hillcrest will reimburse full-time team members up to \$100 of the annual cost for an individual fitness center membership. In order to receive this reimbursement a Fitness Center Membership form must be completed and submitted to Team Member Development (TMD) between June 1-June 30. The Fitness Center Membership form is located on the Hillcrest intranet under Team Member Development. Reimbursement will be issued one time per year on the second paycheck in July. Please contact TMD with any questions.

Hillcrest Country Estates Grand Lodge Creative Teamwork

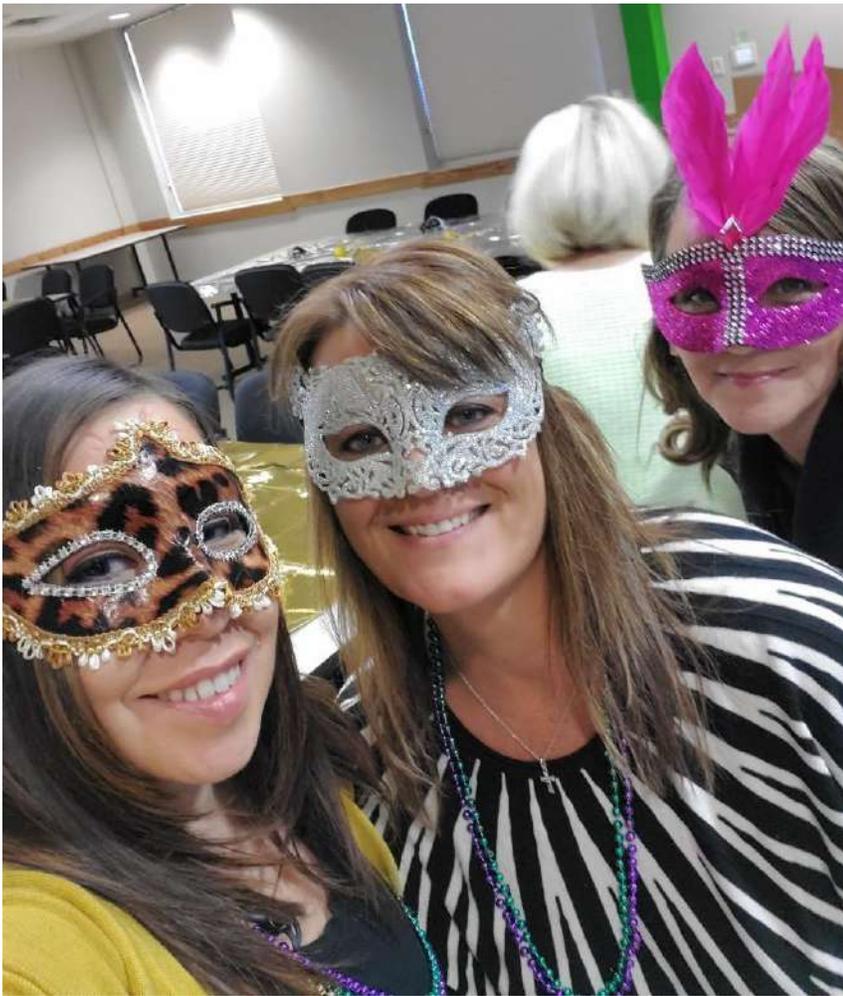
We can already tell this year is going to be one we will all remember. We ended February at the Grand Lodge with a big Mardi Gras celebration with live entertainment. Going into March and with the COVID-19 pandemic, most of our resident and team member events have been canceled for the past few weeks. However, that does not mean it has been quiet at the Lodge. Team members have found inventive ways to keep our residents entertained while also being safe. Our creative Grand Lodge team is implementing, through Lodge TV, virtual bingo, strength and balance/yoga classes, lifelong learning, Sunday worship and even a "live" broadcasted concert! In addition, team members are learning to be beauticians, singers and much more. This may not be the year any of us had planned, but it is incredible to see everyone come together to "enhance the lives" of our residents during this difficult time.



The Grand Hall was packed for the Mardi Gras Celebration.

**Hillcrest Home & Community Services
Mardi Gras Celebration**

The Home & Community Services Fun Committee hosted a Mardi Gras lunch time event for team members, which included beads, masks and a chili cook-off with prizes. We have fun!



Lena Romero, HHC Admission Specialist, Tracey Krayneski, HHS Clinical Operations Manager, and Terrie Walker, HHC Care Navigator, smile together at the Mardi Gras Celebration.





The food spread was impressive for the Mardi Gras/Chili Cook-off with a variety of chili and all of the fixings. Lauren Wright, HHC Administrator, took First Place. Jenifer Johnson, HPT Physical Therapist, took Second Place. Kim Eddy, HCS QAPI Specialist, took Third Place.

Hillcrest Hospice Care Bereavement Services

In December 2019, **Kendra Gonzalez** joined the Hillcrest Hospice team as the new Bereavement Coordinator. Kendra's background includes a master's degree in community counseling and employment with places such as DHHS and Boys Town. Kendra is a Provisionally Licensed Mental Health Practitioner and is very excited to be a part of the Hillcrest team!



Hillcrest Shadow Lake St. Patrick's Day Celebration



Allie Hobson, HSL Recreation Leader, delivers green drinks and popcorn to residents since group St. Patrick's Day celebrations were put on hold. The team played Irish music and visited with each resident to make sure they were able to celebrate the holiday.

Enhancing Lives Through Exceptional Customer Care

Each month, we spotlight team members who exemplify our mission of enhancing the lives of aging adults.

Erin Radziunas, Nurse
Hillcrest Shadow Lake

Stability is so important to a successful team. Erin Radziunas has maintained her night shift position at HSL for more than five years and is a great leader for our night shift team members. She has certainly been an asset with auditing (things we didn't even ask her to audit), med destruction, leadership to the nurse techs and mentoring to her peer nurses. We appreciate her diligence and dedication to making our team successful.

-Kevin Sauberzweig, Administrator

